

Job Description
Missouri State Highway Patrol

Class Title: Information Analyst I - CJIS

Title Code: V00571

Effective Date: 11/12/03

Date Reviewed:

Date Revised: 12/27/04

Immediate Supervisor: CJIS Manager

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is responsible analytical work in the CJIS Unit of the Criminal Records and Identification Division. The employee in this position analyzes, prioritizes, and disseminates highly confidential information submitted by all law enforcement agencies in the MULES/NCIC programs. Work is subject to general review by the CJIS manager for conformance with policies and procedures.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Maintains the integrity of the statewide system security files, terminal operators, system access, message routing of interstate and intrastate activity and other matters related to System Security.

Performs quality control of records on statewide and national level, and schedules file samples to ensure accuracy, integrity and timely entry of records; contacts criminal justice agencies of record errors via teletype for correction.

Reviews and analyzes all Help Desk Impacts assigned; assists users with problems and document resolutions.

Prepares and documents computer jobs related to log tape scan processing requested by criminal justice agencies; develops search parameters in order to retrieve specific information from historical files.

Performs off-line searches on records into MULES/NCIC for audits and investigations by modifying search parameters used to access the MULES active database for active records.

Prepares and performs annual operator validation and biennial ORI validation and maintains all agency information into MULES/NCIC/NLTS (e.g., addresses, telephone numbers, etc.); analyzes and performs testing on changes affecting the MULES/NCIC/NLTS systems and validates the results of changes to ensure compliance with state and federal regulations.

Updates the Alternate Routing system in order for agencies to receive hit notification requests in the event of master printer malfunctions.

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Enters Unidentified Dead entries into NCIC for local, state, and federal agencies; analyzes for completeness and accuracy and coordinates with affected criminal justice agency; follows up with agency to determine if Unidentified Dead has been identified.

Prepares and distributes computer output of file validations to user agencies.

Assists in establishing validity of input data and the accuracy of such data on a statewide basis.

Assists in the filing, dissemination and audit of all management control and user agreements for the Security Administrator and NCIC Control Terminal Officer; prepares statewide activity reports to the Security Administrator regarding locate notifications, messages sent, serious errors, etc.

Assigns new operators to RACF security system, SP10 system, DC40 systems, etc., and authorizes access to operators.

Prepares and maintains workflow of related system security/quality control records, files, and documentation.

Performs maintenance to the MULES/ACOM code file for fields that are edited (e.g., offense code, vehicle make, etc.).

Coordinates record purge with NCIC and local agencies as necessary.

Operates standard office equipment (e.g., facsimile machine, copy machine, typewriter, telephone, personal computer and printer, etc.).

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of record entry and quality control policy, standards and procedures.

Working knowledge of Systems Security/Quality Control processing methods and procedures.

Working knowledge of modern office procedures and methods as they apply to System Security/Quality Control activities.

Working knowledge of computer terminal.

Working knowledge of MULES, NCIC, and DOR applications.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to recognize the irregularities of record entries as related to quality control procedures.

Ability to establish and maintain effective working relationships with fellow employees, supervisors and users.

Ability to work on multiple tasks in a highly efficient and professional manner.

Ability to work independently in the performance of job duties.

Ability to make decisions and coordinate with user agencies on the appropriate action to be taken as it relates to state and national systems.

Ability to handle restricted information in a professional manner and maintain the information as such.

Ability to communicate effectively in oral and written form.

Ability to understand and follow written and/or oral instructions.

Ability to operate computer terminal as related to record entry and message routing.

Ability to operate standard office equipment (e.g., facsimile machine, copy machine, typewriter, telephone, personal computer and printer, etc.).

Ability to maintain accurate records, files and documentation.

Ability to type 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED

AND

Possess two years of clerical and/or customer service experience in an office setting.